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ABSTRACT

In 1982 the New Hampshire Automation Task Force made recommendations for an online statewide union catalog, which first came into use in 1984. In 1991 a subcommittee of the Automation Planning and Review Committee of the New Hampshire State Library presented a report on elements that should be addressed in a long range plan. This strategic plan is based on the subcommittee report. The New Hampshire Automated Information System aims to provide state residents with the benefits of improved interlibrary cooperation and resource sharing through the increased capacity of the system and the application of developing information technologies and to provide residents with barrier-free access to information. These goals are governed by principles that assert that libraries must become gateways to information resources. Objectives are detailed for these goals, and specific tasks are described toward meeting the objectives. A timeline lists each of the 57 tasks with each estimated completion date. (SLD)

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GATEWAY 2000

A Strategic Plan for the

New Hampshire Automated Information System

prepared by

Kendall F. Wiggin
State Librarian

January 1993

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FOREWORD

Meeting at the New Hampshire State Library on July 23, 1992, the New Hampshire Automated Information Systems Board unanimously adopted *Gateway 2000*. This marked the first time the Board had established a strategic plan for the development of the New Hampshire Automated Information System.

This document is intended to serve as a blueprint for the planning and implementation of library automation, particularly when it comes to funding. *Gateway 2000* also gives us all a means of measuring our progress. It is both a vision statement and a call to action.

The Board intends to review *Gateway 2000* each year and make updates and changes as needed.

I hope you find this a valuable planning tool and I welcome your comments.

Sincerely,

Kendall F. Wiggin
State Librarian

KFW:djr

December 1992
Concord, New Hampshire

BACKGROUND

The New Hampshire Automated Information System (NHAIS) marks its tenth anniversary this year. In 1982 the New Hampshire Automation Task Force made a recommendation to "consider an online, statewide union catalog when it is realistic and affordable."[1] Two years later in January of 1984 the first computer used for the union list was installed at the State Library. The system grew rapidly after that, fueled by an expanding economy, growing interest in library automation by libraries, and major developments in computer and telecommunications technology.

By the end of the 1980s, it had become evident that even more dramatic changes in library technology, the economy, and the information marketplace required an analysis of past activities and a plan for the future direction of NHAIS.

On December 20, 1990, the Automation Planning & Review Committee presented their final report[2] to the New Hampshire Automated Information Systems Board. The committee had been established in 1989 by Shirley Adamovich, Commissioner of Cultural Affairs, to examine the NHAIS system and to make recommendations which would set directions for the next several years.

The Automation Planning & Review Committee convened in June 1989 and decided to take a broad look at the NHAIS system. The committee looked at how NHAIS was operating, where it was headed, and what courses of action might be necessary to strengthen and expand the network. Using the Kotler/Murphy strategic planning model, the committee systematically examined internal and external environments that affected NHAIS, analyzed what threats and opportunities were facing the system, conducted a review of the system's resources, examined the mission and goal structure, and made recommendations.

In 1991 a subcommittee of the NHAIS Board was established to review the Automation Planning & Review Committee's report and extract those elements which should be addressed in a long range plan. That report was presented to the NHAIS Board in September of the same year.

This strategic plan is based on the report of the subcommittee, the Automation Planning & Review Committee Report, the recommendations of the New Hampshire Conference on Libraries and Information Services[3], and the Long-Range Program for Library Service[4]. Many of the governance issues identified by the Automation Planning & Review Committee were addressed in the 1992 session of the Legislature and thus are not included in this plan.

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[1] *New Hampshire Automation Task Force Final Report* by Carol Nelson, Project Administrator (New Hampshire State Library, 1982) p.1.

[2] *Report of the Automation Planning & Review Committee* by John Courtney, Chair (New Hampshire State Library, October 1990).

[3] *New Hampshire State Conference on Libraries and Information Services, February 14 & 15, 1992. Final Report.* (New Hampshire State Library, June 1991).

[4] *Long-Range Program for Library Service, 1991-1995.* (New Hampshire State Library, October 1990)

MISSION STATEMENT

The N.H. Automated Information System will provide the residents of New Hampshire rapid access to library and informational resources through a coordinated statewide information network.

GOALS

1. To provide New Hampshire residents the benefits of improved interlibrary cooperation and resource sharing through the increased capacity of the New Hampshire Automated Information System and the application of developing informational technologies.

2. To provide New Hampshire residents barrier-free access to information.

GUIDING PRINCIPLES

1. Libraries must become gateways to information resources.

2. Information seekers will demand the ability to receive what they need when and where they want it and in a form they want it.

3. A cooperatively developed telecommunications backbone and library network is in the best interest of the citizens of New Hampshire.

4. Statewide coordination of automation activities will insure the greatest return on the investment in library automation technologies.

5. Funding for automated circulation control systems (either stand-alone or multi-library) is the responsibility of each library or group of libraries.

6. The ability to link library systems is necessary for the development of automated library resource sharing.

7. Libraries will rely more and more on the ability to electronically transfer documents as the need for ownership gives way to the ability to access information.

8. A combination of state, local, federal and private funds will be necessary to sustain library automation activities.

GOAL #1 To provide New Hampshire residents the benefits of improved interlibrary cooperation and resource sharing through the increased capacity of the New Hampshire Automated Information System and the application of developing informational technologies.

OBJECTIVE 1.1 To provide New Hampshire residents access to state, regional, national, and international information resources.

RATIONALE No one library can meet all of the information needs of its clients from its own collection. Advances in information technology have made the "library without walls" possible.

RECOMMENDED ACTION

Task 1 - State Library
Coordinate the preparation of a plan for the development of a statewide education telecommunications backbone to involve the University System of New Hampshire, the Department of Education, the Department of Postsecondary Education, and the Department of Cultural Affairs. Completion date: 12/92

Task 2 - State Library
Replace the existing NHAIS telecommunications network with access to T-1 telephone lines, existing high speed modems with 9600 baud variable rate modems, and upgrade other equipment to support digital transmission of large documents and multimedia formats. Completion date: 6/94

Task 3 - State Library
Secure Internet address space so that all libraries can access the Internet.
Completion date: 12/92

Task 4 - State Library
Identify existing state databases that could and should be accessed through the network.
Completion date: ongoing

Task 5 - State Library
Develop the capacity to access CD-ROM data files through the network.
Completion date: 3/93

Task 6 - State Library
Develop a Library Techniques course dealing with the use and applications of networked library resources. Completion date: 1/93

Task 7 - State Library
Develop workshops for library staffs on the use of NHAIS and the Internet.
Completion date: 6/93

Task 8 - State Library
Revise and update the *NHAIS User's Manual*. Completion date: 12/92

Task 9 - Local Libraries
All libraries to budget funds for local access to NHAIS. Completion date: 12/96

Task 10 - Local Libraries
Promote the use of NHAIS locally. Completion date: ongoing

Task 11 - Local Libraries
Provide time for staff to attend workshops and training opportunities on the use of networked library resources. Completion date: ongoing

Task 12 - NHAIS Board
Explore the acquisition of licensing agreements to load commercially available databases onto the network. Completion date: 3/93

OBJECTIVE 1.2 To provide efficient and timely exchange of information and enhance networking among libraries of all types.

RATIONALE Libraries must be able to easily locate, request, and receive requested materials in a time frame consistent with the clients' needs or they will by-pass the library and seek the material elsewhere.

RECOMMENDED ACTION

Task 1 - State Library
Provide statewide electronic mail and interlibrary loan. Completion date: 6/94

Task 2 - State Library
Coordinate and encourage the drafting and implementation of cooperative collection development policies. Completion date: ongoing

Task 3 - State Library
Develop the capacity to provide full-text document delivery between libraries and clients. Completion date: 9/94

Task 4 - State Library
Establish standards for database creation, connectivity, and data exchange. Completion date: Initially 9/92; then as needed

Task 5 - State Library
Encourage the development of cooperative local automated systems when such systems will provide greater access to information and enhance interlibrary cooperation. Completion date: ongoing

Task 6 - Local Libraries
Register and use the electronic mail and interlibrary loan systems available thru NHAIS. Completion date: all libraries by 1/2000

Task 7 - Local Libraries
Acquire software and hardware necessary to receive digitized full text documents through NHAIS. Completion date: all libraries by 1/2000

Task 8 - Local Libraries
Adhere to standards for database creation, connectivity, and data exchange Completion date: 12/92

Task 9 - Local Libraries
Require all library automation vendors to adhere to standards when securing local automation products and services. Completion date: 12/92

Task 10 - Local Systems/Cooperatives
Establish user groups to deal with technical issues, build competence in using the system, etc. Completion date: ongoing

Task 11 - Local Systems/Cooperatives
Form cooperative automated networks when greater benefits can be achieved. Completion date: ongoing

Task 12 - NHAIS Board
Establish an interlibrary loan committee. Completion date: 8/92

Task 13 - NHAIS Board
Update the *New Hampshire Interlibrary Loan Protocol Manual*. Completion date: 3/93

Task 14 - NHAIS Board
Recommend standards for bibliographic input, database creation, connectivity, data exchange. Completion date: 9/92 and as needed

Task 15 - NHAIS Board
Establish criteria for local system accreditation. Completion date: 4/93 and as needed

Task 16 - N.H. State Library Advisory Council
Make federal funds available under LSCA Title II for enhancing local systems.

OBJECTIVE 1.3 Develop and expand the database of statewide library holdings and indexes.

RATIONALE Our database of library holdings and indexes is the most valuable resource of the NHAIS system. Building this information bank, acquiring new databases and maintaining their quality will provide the citizens of New Hampshire with greater access to information.

RECOMMENDED ACTION

Task 1 - State Library
Work with nonpublic libraries in assisting with getting their bibliographic holdings into the statewide database. Completion date: ongoing

Task 2 - State Library
Develop the means for local libraries to more easily contribute records to the database. Completion date: 9/92

Task 3 - State Library
Complete the union list of serials. Completion date: 1/93

Task 4 - State Library
Encourage libraries to contribute to the database by accepting and distributing bibliographic records in formats agreeable to the local library and the State Library. Completion date: 6/92

Task 5 - State Library
Retrospectively convert the holdings of the State Library for inclusion in the database. Completion date: 1/2000

Task 6 - Local Libraries
Contribute holdings to the NHAIS database. Completion date: ongoing

Task 7 - Local Libraries
Plan retrospective conversion projects. Completion date: ongoing

Task 8 - Local Libraries
Budget funds to catalog nonguideline materials. Completion date: ongoing

Task 9 - NHAIS Board
Establish a bibliographic standards committee. Completion date: 9/82

Task 10 - NHAIS Board
Develop a database plan which will describe its optimum size, and include a strategy for identifying, converting, and loading unique New Hampshire databases into the NHAIS system. Completion date: 6/93

Task 11 - NHAIS Board
Establish guidelines for bibliographic services and database records.
Completion date: 9/92

Task 12 - NHAIS Board
Establish criteria for retrospective conversion projects and make funding recommendations to the NHSLAC. Completion date: criteria by 1/93; recommendations ongoing

Task 13 - N.H. State Library Advisory Council
Provide federal grants for retrospective conversion projects.

OBJECTIVE 1.4 To ensure the long term stability of NHAIS and assure managerial efficiency of the system.

RATIONALE A system without long term stability both financially and managerially will be unable to meet the information needs of our citizens.

RECOMMENDED ACTION

Task 1 - State Library
Continue to request general funds for the ongoing activities and development of NHAIS.
Completion date: ongoing

Task 2 - N.H. Library Association
Work to inform legislators of the value and need for networked library resources.
Completion date: ongoing

Task 3 - NHAIS Board
Contract for a thorough cost analysis to determine the costs of various functions performed by NHAIS. Completion date: 1/93

Task 4 - NHAIS Board
Identify funding sources for various aspects of the NHAIS system.
Completion date: ongoing

Task 5 - N.H. State Library Advisory Council
Include funding for basic NHAIS operations and systems development in the annual and long-range program for LSCA. Completion date: ongoing

GOAL #2 To provide New Hampshire residents barrier-free access to information.

OBJECTIVE 2.1 Eliminate physical barriers to the state's information resources for all its citizens.

RATIONALE The technology exists to allow any user, no matter their physical limitations, to access electronic information.

RECOMMENDED ACTION

Task 1 - State Library
Assist libraries in the identification and specification of equipment necessary to allow barrier- free access to the NHAIS system. Completion date: ongoing

Task 2 - State Library
Promulgate rules requiring adherence to the Americans With Disabilities Act (ADA) guidelines when state or federal funds are awarded for library automation projects. Completion date: 6/93

Task 3 - State Library
Provide dial access to the NHAIS system. Completion date: 12/92

Task 4 - Local Libraries
Provide public access terminals to meet the needs of disabled users. Completion date: as new local systems are installed

Task 5 - Local Libraries
Work with local caregivers and organizations to promote the use of NHAIS by disabled users. Completion date: ongoing

Task 6 - NHAIS Board
Draft rules for adherence to the Americans With Disabilities Act. Completion date: 3/93

Task 7 - N.H. State Library Advisory Council
Provide funds for implementation and/or acquisition of adaptive technologies to aid in using online catalogs and other local electronic information resources.

OBJECTIVE 2.2 Eliminate economic barriers to the state's information resources for all its citizens.

RATIONALE A well-informed citizenry, as required for a democratic society, must not have its access to information limited by its ability to pay.

RECOMMENDED ACTION

Task 1 - State Library
Submit legislation assuring access to state electronic databases. Completion date: 9/93

Task 2 - Local Libraries
Provide unrestricted access to NHAIS. Completion date: ongoing

Task 3 - NHAIS Board
Adopt a policy opposing fees for networked library resources. Completion date: 12/92

Task 4 - N.H. State Library Advisory Council
Provide matching grants for initial equipment needs for libraries to access NHAIS.
Completion date: 9/98

Task 5 - N.H. State Library Advisory Council
Develop legislation providing access to electronic state databases.
Completion date: 8/93

GATEWAY 2000
TASK COMPLETION TIMELINE

SL=State Library; LL=Local Libraries; LSC=Local Systems/Cooperatives; NHAISB=NHAIS Board; NHLA=Library Associations; NHSLAC=NH State Library Advisory Council; • • =ongoing; ----= ..as needed

GATEWAY 2000
TASK COMPLETION TIMELINE

6/92
1/93
1/94
1/95
1/96
1/97
1/98
1/99
1/2000
7 8 9 10 11 12 2 3 4 5 6 7 8 9 10 11 12 2 3 4 5 6 7 8 9 10 11 12 2 3 4 5 6 7 8 9 10 11 12 2 3 4 5 6 7 8 9 10 11 12
OBJECTIVE 1.2
TASK (SL) 1
TASK (SL) 2
TASK (SL) 3
TASK (SL) 4
TASK (SL) 5
TASK (LL) 6
TASK (LL) 7
TASK (LL) 8
TASK (LL) 9
TASK (LS/C) 10
TASK (LS/C) 11
TASK (NHAISB) 12
TASK (NHAISB) 13
TASK (NHAISB) 14
TASK (NHAISB) 15
TASK (NHSLAC) 16

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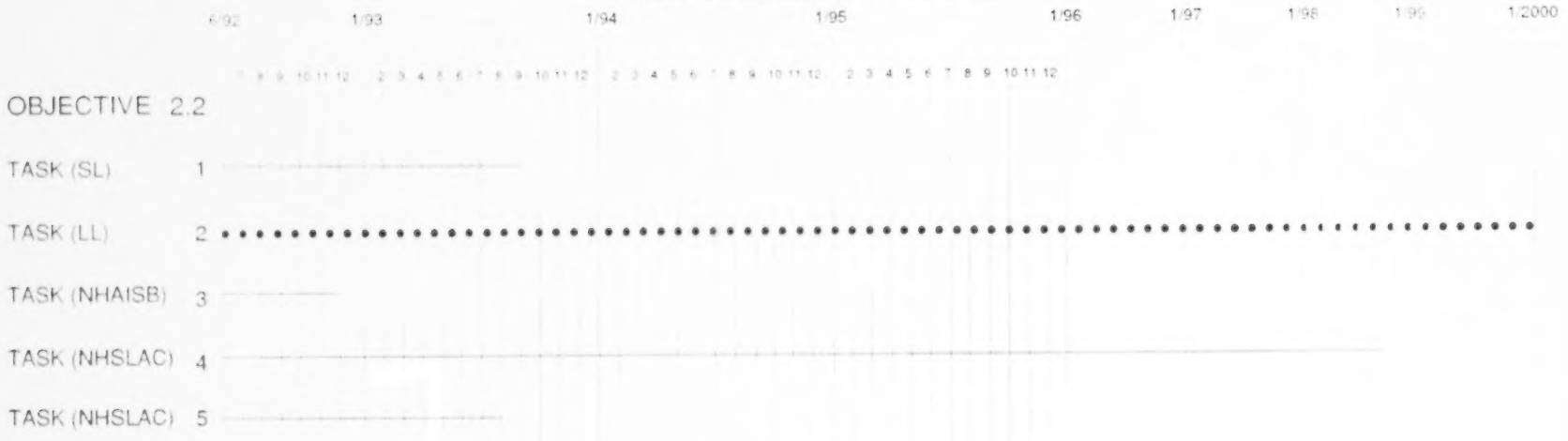
GATEWAY 2000
TASK COMPLETION TIMELINE



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